

JOB VACANCY ANNOUNCEMENT AMERICAN EMBASSY – ACCRA

September 12, 2008

HR08-043

NOTE: All applicants who are not the Family Members of USG employees officially assigned to post and under Chief of Mission Authority must have the required work and/or residency permits to be eligible for consideration.

OPEN TO: Appointment-Eligible US Citizen Eligible Family Members (AEFMs)

POSITION: MANAGEMENT SERVICES HELP DESK ASSISTANT

POSITION NO: A55003

OPENING DATE: September 15, 2008

CLOSING DATE: September 29, 2008

WORK HOURS: Full-time, 40 hours/week

SALARY: *Not-Ordinarily Resident: (Position Grade: FP-7 is to be confirmed by Washington)

LENGTH OF HIRE: Indefinite

NOTE: ALL ORDINARILY RESIDENT APPLICANTS MUST HAVE THE REQUIRED WORK AND/OR RESIDENCY PERMITS TO BE ELIGIBLE FOR CONSIDERATION.

The U.S. Embassy in Accra is seeking an Eligible Family Member for the position of a **MANAGEMENT SERVICES HELP DESK ASSISTANT** in the Management Section of the Embassy.

BASIC FUNCTION OF POSITION:

The Management Services Help Desk Assistant is the first point of contact for U.S. Embassy staff and other personnel seeking assistance from the Management Section, which comprises Human Resources, Finance, General Services, Facilities Maintenance,

Information Resource Management, Health Unit and the Community Liaison offices. He/she must provide helpful support over the phone and in person, and ensure professional operation of the help desk.

A copy of the complete position description listing all duties and responsibilities is available in the Human Resources Office.

QUALIFICATIONS REQUIRED

NOTE: All applicants are instructed to address each selection criterion detailed below with specific and comprehensive information supporting each criterion.

1. High school diploma or equivalent.
2. Two to three years of previous customer service experience or manning of a help desk.
3. Level Four (Fluent) in writing, speaking and reading English.
4. Understanding of computers and operating systems, and ability to troubleshoot simple computer problems as well as determine source of computer problems (hardware, software, user access, etc.)
5. Friendly presence and helpful attitude; good interpersonal skills and ability to work well with others.
6. Ability to provide simple technical support over the phone as well as good phone skills, professional demeanor as well as good problem solving skills. Ability to obtain a **TOP SECRET CLEARANCE**.

SELECTION PROCESS

When equally qualified, U.S. Citizen Eligible Family Members (AEFMs) and U.S. Veterans will be given preference. Therefore, it is essential that the candidate address the required qualifications above in the application.

ADDITIONAL SELECTION CRITERIA

1. Management will consider nepotism/conflict of interest, budget, and residency status in determining successful candidacy.
2. Current employees serving a probationary period are not eligible to apply.
3. Currently employed U.S. Citizen EFM's who hold a FMA appointment are ineligible to apply for advertised positions within the first 90 calendar days of their employment.
4. Currently employed NORs hired under a Personal Services Agreement (PSA) are ineligible to apply for advertised positions within the first 90 calendar days of their employment, unless currently hired into a position with a When Actually Employed (WAE) work schedule.

TO APPLY

Interested applicants for this position must submit the following or the application will not be considered:

1. Cover Letter, expressing interest in the position.
2. Optional Application for U.S. Federal Employment (OF-612); or a current resume or curriculum vitae that provides the same information as an OF- 612;
3. Candidates who claim U.S. Veterans preference must provide a copy of their Form DD-214 with their application.
4. Any other documentation (e.g., essays, certificates, awards, copies of degrees earned) that addresses the qualification requirements of the position as listed above.
5. A telephone number, post office box and/or e-mail address where we can contact you to schedule an interview.

NOTE:

1. All applications must have the **Position Number** and **Position Title** identified.
2. All “Hard Copy”/printed applications must be submitted to the Mail Room at the Chancery. Hard Copy Applications submitted through any other office will not be accepted. You may apply on-line using the AccraHRO@state.gov email address. This is the preferred means of applying for a position with the American Embassy. Please go to our website for additional information, including current openings and tips on applying with the American Embassy in Accra. http://ghana.usembassy.state.gov/job_opportunities.html
3. ALL APPLICATIONS **MUST** BE FOR AN OPEN/ADVERTIZED POSITION. APPLICATIONS PREVIOUSLY CONSIDERED FOR A JOB WILL NOT BE HELD/CONSIDERED FOR FUTURE JOBS. IF YOU ARE INTERESTED, YOU MUST RE-APPLY.

SUBMIT APPLICATION TO:

Human Resources Office
Through the Mailroom, Chancery
American Embassy, Accra
P.O. Box G.P. 194
Accra

POINT OF CONTACT:

Telephone: 021-741000
Fax: 021-741389
E-mail: AccraHRO@state.gov

To get a copy of this vacancy announcement, please log on to our website at:
http://ghana.usembassy.state.gov/job_opportunities.html

DEFINITIONS

1. AEFM: A type of EFM that is eligible for direct hire employment on either a Family Member Appointment (FMA) or Temporary Appointment (TEMP) provided s/he meets all of the following criteria:
 - U.S. citizen;
 - Spouse or dependent who is at least age 18;
 - Listed on the travel orders of a Foreign or Civil Service or uniformed service member permanently assigned to or stationed at a U.S. Foreign Service post or establishment abroad with a USG agency that is under COM authority;
 - Is resident at the sponsoring employee's or uniform service member's post of assignment abroad, approved safehaven abroad, or alternate safehaven abroad; and
 - Does not receive a USG annuity or pension based on a career in the U.S. Civil, Foreign or uniform services.
2. EFM: Family Members at least age 18 listed on the travel orders of a Foreign or Civil Service or uniformed service member permanently assigned to or stationed to a U.S. Foreign Service post or establishment abroad with a USG agency that is under COM authority who do not meet the definition of AEFM above.
3. Member of Household: A MOH is a person who: 1) Has accompanied, but is not/not on the travel orders of a U.S. citizen Foreign or Civil Service employee or uniform service member permanently assigned to or stationed at a U.S. Foreign service post or establishment abroad; 2) Has been declared by the sponsoring employee to the Chief of Mission as part of his/her household; and 3) Resides at post with the sponsoring employee.
4. Ordinarily Resident (OR): A citizen of the host country or a citizen of another country who has shifted the main residency focus to the host country and has the required work and/or residency permits for employment in country.
5. Not-Ordinarily Resident (NOR): Typically NORs are U.S. Citizen EFMs and EFMs of FS, GS, and uniformed service members who are eligible for employment under an American USG pay plan, on the travel orders and under Chief of Mission authority, or other personnel having diplomatic privileges and immunities.

CLOSING DATE FOR THIS POSITION: September 29, 2008

The U.S. Mission in Accra, Ghana, provides equal opportunity and fair and equitable treatment in employment to all people without regard to race, color, religion, sex, national origin, age, disability, political affiliation, marital status, or sexual orientation. The Department of State also strives to achieve equal employment opportunity in all personnel operations through continuing diversity enhancement programs.

The EEO complaint procedure is not available to individuals who believe they have been denied equal opportunity based upon marital status or political affiliation. Individuals with such

complaints should avail themselves of the appropriate grievance procedures, remedies for prohibited personnel practices, and/or courts for relief.